

## **CLAIMS**

### **What is claimed is:**

1. A method of permitting a user to remain in contact with at least one other entity comprising:
  - establishing a contact list comprising the at least one other entity;
  - establishing at least one service rule used for contacting the at least one other entity; and
  - establishing at least one contact rule used for contacting the user after the at least one other entity has been contacted.
2. The method of Claim 1, wherein the contact list is a database and the contact list includes information selected from names, phone numbers, email addresses, pager numbers, and a combination thereof.
3. The method of Claim 1, wherein the at least one service rule is selected from how to contact the at least one entity, what to ask the at least one entity, a time period to contact the at least one entity, and a combination thereof.
4. The method of Claim 1, further comprising the steps of:
  - contacting the at least one other entity using the at least one service rule;
  - obtaining information from the at least one entity;
  - determining whether the information satisfies the at least one contact rule; and
  - contacting the user if the at least one contact rule has been satisfied.
5. The method of Claim 4, wherein the contact list comprises at least two entities and the user is contacted after each of the at least two entities is contacted if the at least one contact rule has been satisfied.
6. The method of Claim 4, wherein the contact list comprises at least two entities and the user is contacted after all of the at least two entities is contacted if the at least one contact rule has been satisfied.

7. A machine-readable storage having stored thereon, a computer program having a plurality of code sections, said code sections executable by a machine for causing the machine to perform the steps of:

establishing a contact list comprising the at least one other entity;

establishing at least one service rule used for contacting the at least one other entity; and

establishing at least one contact rule used for contacting the user after the at least one other entity has been contacted.

8. The machine-readable storage of Claim 7, wherein the contact list is a database and the contact list includes information selected from names, phone numbers, email addresses, pager numbers, and a combination thereof.

9. The machine-readable storage of Claim 7, wherein the at least one service rule is selected from how to contact the at least one entity, what to ask the at least one entity, a time period to contact the at least one entity, and a combination thereof.

10. The machine-readable storage of Claim 7, further comprising the steps of:

contacting the at least one other entity using the at least one service rule;

obtaining information from the at least one entity;

determining whether the information satisfies the at least one contact rule; and

contacting the user if the at least one contact rule has been satisfied.

11. The machine-readable storage of Claim 10, wherein the contact list comprises at least two entities and the user is contacted after each of the at least two entities is contacted if the at least one contact rule has been satisfied.

12. The machine-readable storage of Claim 10, wherein the contact list comprises at least two entities and the user is contacted after all of the at least two entities is contacted if the at least one contact rule has been satisfied.

13. A system of permitting a user to remain in contact with at least one other entity comprising:

means for establishing a contact list comprising the at least one other entity;

means for establishing at least one service rule used for contacting the at least one other entity; and

means for establishing at least one contact rule used for contacting the user after the at least one other entity has been contacted.

14. The system of Claim 13, wherein the contact list is a database and the contact list includes information selected from names, phone numbers, email addresses, pager numbers, and a combination thereof.

15. The system of Claim 13, wherein the at least one service rule is selected from how to contact the at least one entity, what to ask the at least one entity, a time period to contact the at least one entity, and a combination thereof.

16. The system of Claim 13, further comprising:

means for contacting the at least one other entity using the at least one service rule;

means for obtaining information from the at least one entity;

means for determining whether the information satisfies the at least one contact rule; and

means for contacting the user if the at least one contact rule has been satisfied.

17. The system of Claim 16, wherein the contact list comprises at least two entities and the system includes means for contacting the user after each of the at least two entities is contacted if the at least one contact rule has been satisfied.

18. The system of Claim 16, wherein the contact list comprises at least two entities and the system includes means for contacting the user after all of the at least two entities is contacted if the at least one contact rule has been satisfied.